

What's Changed on 04/20/2020**What's Changed on 04/20/2020**

Reminder: Federal Pandemic Unemployment Compensation (FPUC) and Tax Credit Stimulus Payment

Reminder: Reported Changes and Supplements on UNAU

Reminder: Tribal TANF Program Referrals

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General Information: Forms Update

This page relays to staff and the public of changes to the Cash and Nutrition Assistance Policy (CNAP) Manual regarding policy, procedures, and forms. Reminders and general information may also be displayed on this page. Prior What's Changed pages are listed in [FAA6.R01](#) of the CNAP Manual.

The above list summarizes the information on this page. Within the CNAP Manual, each item listed above links to screens below.

Reminder: Federal Pandemic Unemployment Compensation (FPUC) and Tax Credit Stimulus Payment

An Urgent Bulletin was issued on 04/13/2020 to inform staff how to budget and key in AZTECS the Federal Pandemic Unemployment Compensation (FPUC) and the Tax Credit Stimulus Payment. Also, budgeting UI income for CA has changed.

Federal Pandemic Unemployment Compensation (FPUC)

Provisions under the Coronavirus Aid, Relief, and Economic Security (CARES) Act allows expansion of Unemployment Insurance (UI) benefits. The expansion provides \$600 per week in Federal Pandemic Unemployment Compensation (FPUC) in addition to the unemployment amount already offered by Arizona Unemployment benefits.

When budgeting the FPUC, consider the following:

- FPUC is countable in full for Nutrition Assistance (NA)
- FPUC is not countable for Cash Assistance (CA)

Unemployment Income and Cash Assistance

Effective 04/13/2020, all UI income including the FPUC is not countable for CA.

AZTECS Keying Procedure for FPUC

The FPUC income is keyed separately from the regular unemployment income (UI). A new income sub type code, FP has been added to AZTECS in order to key the FPUC UI income. On UNIN, key the UI FP in the INC TYPE field and key the weekly amount on UNIC in the month it is received using the WK frequency code.

Tax Credit Stimulus Payment

Tax Credit Stimulus Payment

The provisions of the CARES Act also allow certain people to receive a one-time Tax Credit Payment also known as Stimulus Payment. The payments will begin to be issued in early April 2020 and continue through December 31, 2020, until all people have received their one-time payment.

The Stimulus payment is being treated as a Federal Tax Refund for 2020. Just as tax refunds are not countable as income or a resource in the month of receipt and the 12 months after the month of receipt, this payment will not be countable for NA or CA.

For more information regarding treating the tax refund as unearned income or a resource see [FAA4.B03S](#) and [FAA4.H03HHH](#) in the Cash and Nutrition Assistance Policy (CNAP) Manual. Use participant statement as verification.

AZTECS Keying Procedure for the Stimulus Payment

Key the TR Unearned Income Code in the INC TYPE field on UNIC in the month the income is received.

Key OX on the LIAS AZTECS screen for any money remaining in the following 12 month as a resource.

Reminder: Reported Changes and Supplements on UNAU

An Urgent Bulletin was emailed on 04/15/2020 to inform staff that the agency is required to take timely action on all reported changes.

Public Law 116-127, HR 6201 Families First Coronavirus Response ACT (FFCRA) allows participants to receive the maximum allotment amount for the household size for 04/2020 and 05/2020. (See [Urgent Bulletin](#) emailed 04/10/2020 regarding Supplemental Nutrition Assistance Benefits for Participants). On FSBH the emergency supplements to the maximum benefits displays with the BEN TYPE of RP.

The following is clarification on how to process changes during 04/2020 and 05/2020:

Changes that result in an increase

For changes that are processed for the months of 04/2020 and 05/2020 which would normally have caused an increase in Nutrition Assistance (NA) benefits, the worker must review the FSBH screen before authorizing any supplements. When the regularly issued allotment and the emergency supplement amount total the maximum allotment for the household size, no additional benefits should be authorized on UNAU. The change should be processed through the current system month in order for the correct benefit amount to be issued for the month of 06/2020.

NOTE Any additional NA benefits over the maximum allotment for the household size will cause a potential overpayment. An overpayment referral must be sent to the Overpayment Unit.

Changes that result in a decrease or ineligibility

For changes that are processed for the months of 04/2020 and 05/2020 which would normally have caused a decrease in NA benefits, the worker must process the change in the current system month in order for the correct benefit amount to be issued for the month of 06/2020. The household must be mailed a Notice of Adverse Action (NOAA) for 06/2020.

For changes that result in ineligibility timely action must be taken to close the case and the household must be mailed a NOAA.

EXCEPTION:

When the household reports an increase in the household size and the emergency supplement was for a smaller household size, contact the FAA Systems Help Desk to issue the additional emergency supplement.

Use the chart below to determine the correct NA allotment for the household size.

NA Budgetary Unit Size	Maximum NA Benefit
1	\$194
2	\$355
3	\$509
4	\$646
5	\$768
6	\$921
7	\$1018
8	\$1164
Each Additional Participant, add	+ \$146

The following questions have been elevated to the Policy Support Team:

Question 1: For this case with an NA outstanding supplement for 04/2020 and the emergency supplement issued the maximum allotment for the household size should the outstanding NA supplement for 04/2020 be deleted by staff?

0520	04	ECE	Y	1471	178	92	0	0	0	569	RE	456	0	456	MO
0420	04	ECE	Y	2514	178	301	0	0	0	569	RE	206	0	206	PD
0420	04	ECE		1471	178	92	0	0	0	569	CO	250	0	250	UP
0420											RP	440	0	440	PD
0320	04	ECE	Y	2514	178	301	0	0	0	569	EX	93	0	93	PD

Answer 1: The maximum allotment for a household of 4 is \$646. The household has received the maximum allotment. The additional supplements of \$250 must be deleted. Staff must have a supervisor delete the additional supplements

Question 2: The \$53 regular monthly allotment was issued in the month of 4/2020. The FAA office issued a supplement of \$302 and the system issued an emergency supplement \$141. Does an overpayment referral need to be completed because the household received more than the maximum allotment?

0520	02	ECE	Y	0	0	0	0	0	0	0	RE	355	0	355	MO
0420	01	ECE	Y	1257	167	251	0	0	0	369	RE	53	0	53	PM
0420	02	ECE		0	0	0	0	0	0	0	RS	302	0	302	PD
0420											RP	141	0	141	PD
0320	01	ECE	Y	1257	167	251	0	0	0	369	RE	53	0	53	PM

Answer 2: The maximum allotment for a household of 2 is \$355 and the household received a total of \$496. Yes, an overpayment referral must be completed because the household received benefits that exceeded the maximum allotment for the household size.

Question 3: This household was not eligible to receive emergency supplements due to an eligible

Question 3: This household was not eligible to receive emergency supplements due to an eligible zero-pay status. There is an outstanding 04/2020 supplement that was not previously authorized. Is the household eligible to receive the maximum monthly allotment?

0520	04	SEC	Y	2280	178	313	0	76	0	358	RE	240	0	240	MO
0420	04	SEC	Y	3009	178	459	0	76	0	67	RE	0	0	0	PM
0420	04	SEC		2280	178	313	0	76	0	358	CO	240	0	240	UP
0320	04	SEC	Y	3009	178	459	0	76	0	67	RE	0	0	0	PM
0220	04	SEC	Y	3009	178	459	0	76	0	67	IN	0	0	0	PD

Answer 3: The household is eligible to receive the supplements coded CO on FSBH for the month of 4/2020. The household is also eligible to receive the maximum allotment amount for the month of 04/2020 and 05/2020 because they are no longer in eligible zero-pay status.

Staff must authorize the supplements that were created due to the processed change and contact the FAA Systems Help Desk to ensure the emergency benefits for the month of 04/2020 are issued.

Reminder: Tribal TANF Program Referrals

An Urgent Bulletin was emailed on 04/16/2020 informing staff that due to the current Tribal TANF program operating procedures, FAA staff must follow the Tribal TANF referral processes below until further notice.

Hopi Family Assistance Program (HFAP)

HFAP has waived the interview, the pre-compliance and the work participation requirements. All other mandatory eligibility factors and requirements must be met. The HFAP office is currently closed due to a stay-at-home order.

FAA staff must complete the following:

- Section 1 of the Hopi Tribal TANF Referral Notice (FAA-1459A)

NOTE Applicants are not required to sign the FAA-1459A referral notice.

- Email the FAA-1459A referral notice to ENasewytewa@hopi.nsn.us.

FAA staff do not need to send the Hopi Pre-Approval (A600) notice to the customer prior to determination. Once the stay-at-home order is lifted, the HFAP office will contact the referred participants regarding pre-compliance requirements.

Pascua Yaqui Yoemem Organization for Employment and Member Enhancement (YOEME) Services

The Pascua Yaqui (PY) YOEME Services has waived the interview and the work participation requirements. Applicants are still required to contact PY YOEME Services to complete the pre-compliance requirement. All other mandatory eligibility factors and requirements must be met.

FAA staff must complete the following:

- Section 1 of the Pascua Yaqui (PY) Referral Notice – YOEME Services (FAA-1335A).

NOTE Applicants are not required to sign the FAA-1335A referral notice.

- Send the Pascua Yaqui Pre-approval (A623) notice to the applicant.

Include one of the following on the A623 notice:

- For applicants residing in Maricopa County - "Contact the Guadalupe YOEME Services office at (480) 768-2089."
 - For applicants residing in Pima or Pinal County - "Contact the Tucson YOEME Services office at (520) 879-5640."
- Send a copy of the A623 notice and the FAA-1335A referral notice to the appropriate PY YOEME Services Pre-Compliance Office based on the applicant's county of residence:

Guadalupe Office (for Maricopa County)

- Email: teresa.holquin2@pascuayaqui-nsn.gov
- Fax: (480) 768-2073

Tucson Office (for Pima and Pinal Counties)

- Email: irene.ahumada@pascuayaqui-nsn.gov
- Fax: (520) 879-5646

Salt River Pima Maricopa Indian Community LEARN (SRP-MIC LEARN)

The SRP-MIC LEARN office is currently closed. FAA staff must inform customers applying for SRP-MIC TANF benefits to call (480) 242-1600 to file their application and complete the interview.

Navajo Nation Department for Self-Reliance (NNSDR)

FAA staff will follow current policies in the Cash and Nutrition Assistance Policy (CNAP) Manual when processing new CA applications from customers who meet NNSDR eligibility requirements.

San Carlos Apache Tribe Nnee Bich' o Nii Program (SCAT TANF)

FAA staff will follow current policies in the Cash and Nutrition Assistance Policy (CNAP) Manual when processing new CA applications from customers who meet SCAT TANF eligibility requirements.

White Mountain Apache Tribe TANF (WMAT-TANF)

FAA staff will follow current policies in the Cash and Nutrition Assistance Policy (CNAP) Manual when processing new CA applications from customers who meet WMAT-TANF eligibility requirements.

Reminder: Social Security Offices are Closed Due to the COVID-19 Pandemic

The Social Security Administration (SSA) has notified the Family Assistance Administration (FAA) that they have seen an increase in the number of participants referred to SSA offices by DES staff. SSA has sent a reminder that their offices are closed and unable to receive in-person visitors during the COVID-19 pandemic.

Workers are required to utilize the Social Security Administration's (SSA) Data Exchange Interfaces to verify Social Security benefits. The Data Exchange Interfaces are accessed through AZTECS on the Interface Inquiry (ININ) screen and through Health-e-Arizona Plus (HEAPlus) from SOLQI. Access to the Data Exchange Interfaces, BENDEX and the SDX system is the most efficient method of obtaining Social Security benefit information. The Data Exchange Interfaces provide real-time information on Social Security Retirement, Survivors benefits, Disability (SSDI), and Dependent or Supplemental Security Income (SSI), and should be used as the primary verification of these benefits. When any verification is questionable, additional verification may be requested from the participant.

The SSA is requesting that participants be directed to their primary website at: <https://www.ssa.gov/>. Telephone contact information is available on the website.

There is a link on that web page for Online Services, which provides detail on all of the Social Security services that participants have access to online. The direct address is: <https://www.ssa.gov/onlineservices/>

The Social Security Administration has also developed a special web page to address additional concerns during the COVID-19 pandemic. That address is: <https://www.ssa.gov/coronavirus/>

When a participant has no computer access workers may provide the SSA toll free number in the Cash and Nutrition Assistance Policy (CNAP) Manual at FAA6.M07-Social Security Contact Information.

General Information: Forms Update

Changes to Forms – 04/11/2020 through 04/17/2020

As a reminder, it is important not to save documents on your desktop or a folder. It is better to use the form you need directly from the [Document Center](#). Forms are frequently updated and sometimes the current form must be used for programming purposes.

Revised forms:

- No forms were revised during the specified period

Newly created forms:

- No forms were created during the specified period

Revised Marketing Materials (Posters, Pamphlets, Flyers):

- No revisions to marketing materials were made during the specified period